nerdio | manager for msp

Support Scope Guide

IN SCOPE SUPPORT

AVD Resources

- Hostpool creation and configuration
- Nerdio Auto-Scaling
- Desktop image creation
- FSLogix Installation and configuration
- Azure Local VM deployment
- AVD Insights Agent + Workspace setup
- Nerdio Advisor
- Azure Capacity Extender

Applications

- Scripted action execution
- FSLogix app masking/ application rule sets
- Unified Application Management
- App Attach integration

Identity

- Entra ID user/group management
- M365 license assignment
- Entra ID group management
- Entra DS domain creation (account creation)
- AD user management

Modern Work

- Policy deployment
- Policy Baseline deployment
- Solution Baseline deployment
- Intune device management
- Intune app deployment

Operating system

- Image deployment
- Image version management

Infrastructure

- Nerdio Manager Portal
- Server creation & auto-scaling
- VNET, NSG & VPN setup
- NAT gateway
- Azure Files & Backup
- Vault/policy creation
- W365 Cloud PC provisioning
- REST API & Console Connect setup

OUT OF SCOPE

AVD Resources

- Architectural guidance/ best practices
- AVD performance troubleshooting
- AVD session host availability troubleshooting
- Azure-side errors
- VM sizing recommendations
- Remote Desktop Client support
- Physical endpoints and peripherals
- FSLogix profile mounting/access troubleshooting
- RDS licensing

Applications

- UAM/Winget application package capture
- Custom scripted action troubleshooting
- OS level application troubleshooting

Identity

- Group policy management/ troubleshooting
- Directory sync service troubleshooting
- Authentication/MFA support
- Domain join troubleshooting

Modern Work

- Custom policy creation
- Policy management best practices and architecture
- Policy troubleshooting

Operating System

- Troubleshooting OS errors
- Troubleshooting performance
- Monitoring
- RMM and AV best practices
- Backup troubleshooting
- Sysprep error assessment/ mitigation

Infrastructure

- Azure Architecture guidance
- Azure Network/NSG troubleshooting
- VPN connection troubleshooting
- Azure backup/restore troubleshooting
- Azure Local cluster configuration/ troubleshooting
- Custom REST API troubleshooting
- Console Connect OS installation and network troubleshooting
- Azure Policy